

Emmer Green Surgery

Inspection report

4 St Barnabas Road
Emmer Green
Reading
Berkshire
RG4 8RA
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www.emmergreensurgery.co.uk

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location	Good	
Are services safe?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive?	Good	
Are services well-led?	Good	

Overall summary

We decided to undertake an inspection of this service on 21 November 2019 following our annual review of the information available to us which took place in April 2019. This inspection looked at the following key questions; was the service providing effective and well led services for the registered patient population. We decided not to inspect whether the practice was providing safe, caring or responsive services as there was no information from the annual regulatory review which indicated this was necessary.

The practice remains rated Good overall.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff were developed and supported to ensure services were of high quality.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice had planned services to meet the demands of a rapidly increased practice population and had managed the increase of 3,000 patients effectively.
- The practice was aware of patient feedback in regards to access to services and took action to maintain appropriate access.
- Services were tailored to meet patients' needs.
- Governance systems were operated including quality improvement initiatives.
- The practice was engaged in local initiatives and worked effectively alongside partners in the local healthcare system.

Whilst we found no breaches of regulation the provider **should:**

- Continue to review outcomes for patients diagnosed with long term conditions.
- Evaluate the change in consent procedures to confirm the new system is operated effectively.
- Review the new process reminder process for cervical cytology testing with a view to increasing uptake.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team comprised a Lead CQC Inspector and a CQC Specialist GP Advisor.

Background to Emmer Green Surgery

Emmer Green surgery is a purpose built health facility with good access to all consulting and treatment rooms. Over 11,950 patients are registered at Emmer Green Surgery. There are six GP partners at the practice. In addition, there are two salaried GPs and two long term locum GPs. Seven of the GPs are female and three male. The nursing team comprises a nurse practitioner, three practice nurses and two healthcare assistants. The practice manager is supported by a team of administrative and reception staff. Data indicates that there are low levels of income deprivation within the practice population.

The practice registered population has grown significantly in the last 18 months due to the closure of two other GP practices in the area.

Services are provided from one location:

Emmer Green Surgery, 4 St Barnabas Road, Emmer Green, Reading, Berkshire, RG4 8RA

The practice is registered for the following regulated activities:

- Treatment of disease disorder and injury
- Diagnostic and screening procedures
- Family planning
- Surgical procedures
- Maternity and midwifery services